



JOB ANNOUNCEMENT

**Eligibility: Pueblo Housing Authority Employees
and Qualified Public**

April 28, 2022

The Housing Authority of the City of Pueblo has an opening for the position of Housing Management Technician. This is a full-time position with a starting rate of \$19.18 per hour. Please review the attached job description and qualifications carefully before completing an application.

If you have any questions regarding this position, please contact Maya Galeas in the Human Resources Department.

Applications may be obtained at the Central Management Facility, 201 S. Victoria Ave, between 8:00 a.m. and 4:30 p.m. or on our website: www.hapueblo.org

Job posting will remain open until position is filled.

Date: 4/2022

Title: Housing Management Technician



General Purpose

Performs clerical work of routine difficulty and assists in the continued occupancy of U.S. Department of Housing and Urban Development (HUD) and Non-HUD regulated properties while consistently providing residents and employees with the highest quality of service and support. Performs other duties as requested by supervisor.

Essential Duties and Responsibilities

- Schedules and completes annual re-certifications as well as interim adjustments, as needed, for all assigned households
- Collects rent and inputs payments into computer for all assigned properties and prepares deposit reports; may assist with explanation of charges on rent statements to residents as needed; may deposit checks in bank
- Builds and maintains hard copy and computerized resident files; updates as needed
- Ensures reporting to HUD and Non-HUD entities; corrects errors in Public Housing Information Center (PIC), Web Compliance Management System (WCMS), and Management Interactive Network Connection (MINC) as needed
- Monitors and enforces required community service per HUD regulations
- Prepares leases, office correspondence, notices, and reports
- Routinely checks HUD systems and runs reports as needed
- Manages resident lease compliance including minor resident complaints, income reporting, community service, fraud, etc.; issues lease violations as needed
- Prepares evictions for Property Manager when necessary; appears and testifies in court when needed
- Prepares and mails a variety of notices including monthly statements, scheduled appointment letters, follow up letters, etc.
- May complete various administrative tasks including data entry, monthly rent roll, filing, updating resident information, and answering phones
- Completes special inspections
- May assist residents with minor complaints
- Processes and closes work orders, including resident charges
- Works with Service Coordinators at Senior Buildings as needed
- Assists with office coverage including front desk reception, walk-in traffic, etc.
- Other duties may be assigned as needed.

Education, Training and Experience

- High School Diploma
- College degree in business, finance, marketing, or related field preferred
- Minimum 2 years in client-facing, service-oriented role
- Minimum of 2 years of public housing experience preferred
- Computer proficiency in MS Office

Knowledge and Qualifications

- Strong financial and analytical skills
- Ability to work both independently and as part of a team
- Strong organizational skills and attention to detail
- Excellent customer service skills
- Bilingual skills preferred
- Ability to process work quickly accurately and with changing priorities
- Excellent written and verbal communications skills
- Knowledge of local, state, and federal laws governing property management preferred
- Familiarity with HUD and non-HUD public housing regulations preferred
- Valid Colorado driver's license and eligibility for coverage under HACP fleet auto insurance is required

Materials and Equipment Used

- Standard office materials and equipment
- May be provided with company cell phone
- May be assigned a company provided vehicle

Supervisory Responsibilities

- Employee does not have any supervisory responsibilities.

Working Environment and Physical Responsibilities

The employee's work involves both indoor and off-site situations. Indoor work involves sitting for extended periods in an office environment with frequent exposure to distractions and interruptions. May involve some physical exertion, such as kneeling, crouching or lifting files and records and eye strain from working with computers. Off-site work may involve physical exertion during various tasks including property inspections which includes climbing stairs and accessing attics and basements.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel within this classification.